

Meet Jean

A story of urgency and compassion

Jean, an 88-year-old widow grappling with intricate medical needs. Upon her discharge from the hospital, our Home from Hospital team sprang into action. What we found upon our visit to Jean's home was nothing short of alarming. She had neither food nor a means to heat it. Worse yet, there was no heating at all in her home, and to compound matters, she was out of reach of a telephone from her downstairs hospital bed, putting her perilously close to a potential re-admission, or worse.

Swift action was taken to address these critical safety concerns. We mobilised resources, bringing in the London Fire Brigade for an urgent safety inspection, engaging Social Services for a comprehensive care assessment, and furnishing Jean with essentials: a safe heater, blankets, and nourishment. Additionally, we provided her with a pendant alarm, empowering her with a sense of security and well-being that transcended her previous feelings of isolation and worthlessness.

This isn't just a story of crisis averted; it's a testament to the transformative power of compassion and decisive action. Together, we didn't just improve Jean's situation—we restored her dignity and quality of life."

